

# WorcestershireWay



FEBRUARY 2017

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# Maternity bereavement suite appeal launched



A fundraising appeal to raise £60,000 for a new Bereavement Suite in the maternity unit at Worcestershire Royal Hospital has been launched.

The suite will provide a private space for parents who have experienced the tragedy of a stillbirth or the loss of their baby post-birth, where they can begin to grieve the loss of their baby.

It will be an addition to the existing bereavement facility – the Fay Turner Suite – which will also benefit from a refurbishment.

The funds will go towards converting an existing room in the maternity department into a suitable space which will include a kitchen area and access into the memorial garden, as well as fixtures and furnishings.

Becky Yarranton and her partner Paul Dancyger are supporting the campaign, having benefited from the existing facilities in January 2016, following the stillbirth of their son Henry.

"The Fay Turner Suite provided a space for our family to see Henry, and for us to say goodbye to him," Becky said.

"We stayed for two days – although at all times it was made clear that we could stay as long as we wanted to. It meant so much to us that our family could come and see Henry, and the staff couldn't do enough for us."

Paul added: "The suite gave us some privacy to be with our loved ones, away from the busy atmosphere of the hospital. Henry was brought to us in a cuddle cot – he was perfect, just like his older brother Max. Then when the time was right we said our goodbyes. Without those two days we'd have nothing to remember him by. Thank you to the staff at the hospital who were so compassionate and caring. It can't heal the pain but it helped



Bereavement midwife Trudy Berlet (centre) launches the maternity bereavement suite appeal with the support of midwives Pam Jones, Claire Macdiarmid, Debby Hughes and Jan Lightfoot.

build real memories."

Trudy Berlet, Bereavement Support Midwife at Worcestershire Acute Hospitals NHS

Trust, said: "We know from the conversations we have with parents how important these facilities are – a space for mothers, partners and family to go, away from the noise and bustle of the nearby maternity ward.

"We are very fortunate to have already received huge support from the local community and have £10,000 already in the fund towards these works. Now we are looking for an extra £50,000 so that we can go ahead with the works required to provide an additional suite as soon as possible."



**You can support the Worcestershire Maternity Bereavement Suite appeal online at [www.justgiving.com/fundraising/worcestershire-maternity-bereavement-suite](http://www.justgiving.com/fundraising/worcestershire-maternity-bereavement-suite), or text an amount, with the code WMBS60, to 70070. To find out more about organising an event visit [www.worcsacute.nhs.uk/about-us/fundraising/](http://www.worcsacute.nhs.uk/about-us/fundraising/) or call 01905 760453.**

- Read more of Paul and Becky's story on page 3

## Hospital Hopper hops into action



Worcestershire's brand-new 'Hospital Hopper' shuttle bus is up and running, connecting the Alexandra and Worcestershire Royal Hospitals.

The free service – which launched on February 1 – gives patients, visitors and staff a convenient way to travel between the two hospital sites – whether to get to an appointment or visit friends and relatives in hospital.

The 'Hospital Hopper' runs directly between the Alexandra Hospital, Redditch and Worcestershire Royal Hospital and back again – leaving from each site hourly, on the half hour, from 7.30am to 10.30am and 1.30pm to 4.30pm every weekday.

David Trigger, who took the first bus from the Worcestershire Royal to the Alexandra Hospital said:

"I want to encourage everyone to use the service as the more people who use it, the more likely this will become permanent."

On the first bus from the Alexandra Hospital to Worcestershire Royal was Brian Nichollas, who used the hopper bus with his wife Rita to visit a friend at Worcestershire Royal Hospital. Brian said: "I think this is a great idea and will be a great service for people in Redditch."

The pilot service will run until Friday 21 April, with no service on Good Friday and Easter Monday.

Support and demand for the service will be evaluated and a decision made as to how it will continue in the future at the end of the pilot period.

## Welcome



Caragh Merrick, Chairman of Worcestershire Acute Hospitals NHS Trust

**Welcome to February's Worcestershire Way. Since our last edition, there has been much speculation and debate about the NHS in the media – of which our Trust has had its share of attention.**

In common with hospitals across the country, both of our A&E departments experienced an exceptionally busy Christmas and New Year period and these pressures are continuing.

Unfortunately we have seen patients waiting longer in our A&E departments longer than we would aim for, however all A&E patients continue to be seen and treated in order of clinical priority.

Our focus must be and is providing safe emergency care.

At the end of January we received a Section 29a letter from the Care Quality Commission (CQC) following their inspection of the Trust in November 2016. The letter outlines a number of concerns and gives us until March 10 to demonstrate and put in place plans for significant improvement.

We fully accept the concerns and criticisms raised by the CQC, and I want to give assurance that we are addressing them and we continue to work with NHS improvement, CQC, NHS England and our local partners address these concerns.

Moving forward, a new permanent leadership team – of which you can read more about on this page – we will be introducing a different culture operating at all levels within the organisation.

We will embark on a Board led improvement programme that embeds "getting good and getting better". We will refocus on core standards. From the Ward to the Board we will strengthen processes to ensure patient safety.

Every member of staff will have the opportunity to contribute to our improvement programme and the improvement of quality and safety in the Trust. Where concerns are raised, prompt investigations will take place with clear outcomes and learning disseminated.

I know from our recent staff meetings that there is an absolute commitment to delivering consistent high quality patient care, and patient safety and that is what we aim to do and should do everyday.

# Trust appoints new world class Chief Executive

**Worcestershire Acute Hospitals NHS Trust has secured a world class leader as its new Chief Executive.**

Michelle McKay, a former emergency nurse with a wealth of experience in executive positions in her home country of Australia, will join the Trust on March 27.

Over the last 15 years Michelle has managed acute health services, including a district of 17 geographically dispersed hospitals across Southern Queensland and a large tertiary hospital in Adelaide. She was also the Executive Director of Performance and Planning of a very large health service that had a budget of \$2.8bn.

For the last four years she has worked in the not for profit sector in social care, as well as being an Adjunct Associate Professor in the School of Nursing and Midwifery at the



University of Queensland.

**Caragh Merrick, Chairman of Worcestershire Acute Hospitals NHS Trust said:**

"Michelle brings the experience, enthusiasm and determination that we need. This is an important milestone in moving to a permanent leadership team and this appointment means that we will start to see the benefits of stability that patients, public, staff and our stakeholders have been calling for.

"A stable, permanent leadership team is also an essential stepping stone in meeting our aspiration of being rated as outstanding by the Care Quality Commission.

"When I was appointed as Chairman I said 'Worcestershire deserves the best' and this appointment meets that test.

"Michelle has committed her long term career future to Worcestershire and will be relocating with her husband and making Worcestershire their home."

## Experienced leaders appointed to Trust Board

**Worcestershire Acute Hospitals NHS Trust has appointed three experienced leaders to senior executive positions on the Trust Board.**

Dr Suneil Kapadia has been appointed as the new Chief Medical Officer, Vicky Morris has been appointed as the new Chief Nursing Officer and Jill Robinson has been appointed as Director of Finance.

These three permanent appointments now mean four out of the five most senior positions are filled with permanent staff

and demonstrate the Trust's commitment to appoint a stable and high-quality executive leadership team.

Trust Chairman, Caragh Merrick and Chief Executive designate Michelle McKay, have appointed three new directors in their drive to appoint a permanent leadership team and bring stability and improvement to the Trust.

**Caragh said:**

"The new appointments bring experience

at senior level in both the NHS and private sectors and will help the Trust in moving forward and delivering the high quality, safe care expected by the people of Worcestershire.

"For the first time in many years we now have permanent post holders in place for the majority of our executive director positions and all of the statutory functions are now held by permanent employees.

"This is a major step on our way to becoming an outstanding NHS Trust."

### Chief Medical Officer, Dr Suneil Kapadia



*Dr Kapadia is an experienced and skilled Executive Medical Director, with a track record of delivering change in challenging organisations. Suneil joins the Trust from United Lincolnshire Hospitals NHS Trust where he has spent over three years as Medical Director.*

*Prior to this Suneil was a Consultant Gastroenterologist and General Physician at Royal Wolverhampton Hospitals NHS Trust for 18 years. He was also Divisional Medical Director and has previously held a number of roles including Clinical Director for Gastroenterology, GU Medicine and Sexual Health; College Tutor and Secretary to the British Society of*

### Chief Nurse, Vicky Morris



*Vicky has over 10 years' experience at Executive Board level. Nominated onto the NHS Top Leaders programme in 2010, Vicky is joining the Trust from Betsi Cadwaladr University Health Board (BCUHB) where as Director of Quality Assurance she works alongside the Nurse and Medical Director to support them on their Quality Improvement journey.*

*Vicky has also held Chief Nurse and Director roles at Shrewsbury and Telford Hospital NHS Trust, Robert Jones and Agnes Hunt Orthopaedic Hospital in Shropshire and the Royal National Orthopaedic Hospital NHS Trust in Birmingham.*

### Director of Finance, Jill Robinson



*Jill joined the Trust's Board on a six month secondment from NHS Improvement as Director of Finance from 1 November 2016 and following a competitive interview process is to join the Trust Board on a permanent basis. Jill has held a number of senior finance roles in both the NHS and commercial sectors, including Regional Finance lead for NHSi Midlands and East.*



# Rory the Robot business case gets the green light



Consultant urologist Zaheer Shah (right) explains how the da Vinci Surgical System ('Rory') works to Morrisons CEO and Rory supporter David Potts.

**Prostate cancer patients in Worcestershire are one step closer to benefiting from state-of-the-art treatment after hospital bosses gave the business case for a £1.6m surgical robot the green light.**

The business case was signed off in January following Worcestershire Acute Hospitals NHS Trust's successful 'Rory the Robot' fundraising appeal reaching the £300,000 mark. This means work can now begin to lease the surgical robot which will offer county patients the choice of robotically assisted radical prostatectomy. Delivery of robotic surgery is planned to commence in April.

With Rory's assistance patients will benefit from less pain, minimal blood loss, reduced time in hospital and quicker recoveries.

Adel Makar, Consultant Urologist and Lead Cancer Clinician at the Trust, said: "We launched the Rory the Robot appeal less than two years ago, so to be in this position

already is remarkable and a testament to the hard work and dedication of our fundraisers and the generosity of our local community. The introduction of this state of the art robotic surgery equipment will mean we can deliver life-changing results for prostate cancer patients in Worcestershire."

Paul Rajjayabun, Clinical Lead for Urology, said: "This is excellent news for everyone involved in this major project and of course our local population - a real statement of intent that Worcestershire aims to continue as a national and regional leader in Urological surgery."

Ian Jukes, Chairman of the Rory the Robot appeal, said: "This is fantastic news for prostate cancer patients. We're very grateful for the public's generosity and all those who have supported us so far. There's still work to do as we have committed to raising £130,000 a year for the next five years to support the running cost - but I know that we have tremendous support from the local

community to achieve this."

Rory the Robot will be the latest feather in the cap for the Trust's urological department which, in the last six months, has also invested in the latest technology for kidney stone surgery and performed, for the first time, advanced 'template' biopsy procedures for men with suspected prostate cancer. The development of this technique now means that patients no longer need to travel out of county for their investigations.

In Worcestershire alone there are 2,500 men surviving prostate cancer at any one time, with about 500 new prostate cancer cases diagnosed every year.

You can still support the Rory the Robot appeal online at [www.justgiving.com/rorytherobot](http://www.justgiving.com/rorytherobot), by texting RORY97 + £amount to 70070.

Find out more at [www.worcsacute.nhs.uk/rorytherobot](http://www.worcsacute.nhs.uk/rorytherobot).

## Why the maternity bereavement suite means so much – Paul's story



"Just over a year ago our baby boy Henry was born very suddenly at home. At the time it was a blur - we didn't even make it into the car; Henry was delivered by paramedics in our lounge. It happened so fast and he was whisked away and taken to Worcestershire Royal. We followed in a second ambulance. I can remember being numb with worry. I kept thinking 'I hope he's ok' but in the back of my mind I just knew things were not.

I was trying to be strong for Becky as she had just given birth and was in a daze. Then once in hospital we were given the news that Henry hadn't made it. That news will haunt me to the day I die, but for now I had to be strong - my partner had just lost her baby she had carried for almost nine months.

We were very quickly taken to the bereavement suite at the hospital. We just sat there in shock - I still can't believe it. But we just had to. We made our phone calls to family who quickly came to share our grief.

The suite gave us some privacy to be with our loved ones, away from the busy atmosphere of the hospital.

A while later a midwife asked if we'd like to spend some time with Henry in our room. At first I was very reluctant - to me it didn't feel right, but the midwives were very kind and understanding and told us we could spend as much or as little time with him as we liked.

Henry was brought to us in a cuddle cot. He was perfect, just like his older brother Max. He looked like he was sleeping. It didn't feel wrong to have him there, he was my son. We were encouraged to hold him and take photographs of him. We spent two days in the bereavement suite in total. We took so many photos of Henry which we both look at nearly every day. Without those two days we'd have nothing to remember him by. I think about it every day. If we had gone home after hearing we'd lost him, I think things would be so much harder than they are - we at least got to meet him spend time with him.

Then, when the time was right, we said our goodbyes. That was so hard. We were broken but at least we'd had two days with our beautiful baby boy Henry. Thank you to the staff at the hospital who were so compassionate and caring - it can't heal the pain but it helped build real memories."



## Refurbished Birch Unit opens its doors to patients



Birch Unit at the Alexandra Hospital has moved into a new fully refurbished area on the old Ward 15.

The unit opened its doors to patients in December.

The 16 bed dedicated day case unit is led by Ward Manager, Michelle Medhurst.

A total of 14 staff are running the unit, which also houses two side rooms for patients in need of increased privacy.

Michelle said: "This is a fantastic new ward that will provide patients with the best care. We are delighted to be able to offer all our patients an appropriate level of dignity in spacious new cubicles. The dedicated side rooms will also mean we can provide cases requiring privacy a dedicated space."

## Dedicated eye theatre opens at the Alex



Day case eye patients at the Alexandra Hospital are set to have an improved experience thanks to the opening of a refurbished theatre unit.

The brand new, dedicated eye theatre opened its doors to day case surgical patients in January, following refurbishment of existing theatre facilities at the hospital.

Lucy Waldock, lead Ophthalmology Nurse, said: "The new theatre will provide patients with a better experience when visiting the hospital for eye surgery day cases. The theatre is really spacious and has been equipped to the highest standard. We are delighted to be open and welcoming patients."

Miss Sen, Consultant Ophthalmologist, undertook the first operations on five patients on Friday morning. She said: "The team worked well and operating went very smoothly. We are thrilled to have this new refurbished theatre facility."



# New look A&E improves patient & staff experience

The new look Accident and Emergency department at Worcestershire Royal Hospital is now fully open following refurbishment.

Building work has been taking place over the last few months to create dedicated minors and high care areas in the department.

The new, larger space includes:

- A new paediatric waiting area and new paediatric cubicle
- A new 4-bed high care unit
- A new minors area, including 5 treatment rooms, a new plaster room, and a new eye room
- A new reception area
- An isolation room
- A new staff hot desk area
- A new ambulance reception and rapid assessment treatment area
- Two new triage rooms

Clare Bush, Matron, said: "The bigger department means we are able to separate out our minors and majors, creating a better experience for patients and staff. Building work has been ongoing for some time and we would like to thank staff, patients and visitors alike for their patience and understanding over the last few months."

External building work, to complete the footpaths around the department, is expected to be complete by the end of February.







# New cancer unit welcomes first patients to larger suite at the Alexandra Hospital

Paul Lawrence, Chemotherapy Nurse., Peng Zhang, Chemotherapy Nurse, Gemma Ryder, Chemotherapy Nurse, Alison Harrison, Deputy Divisional Director of Nursing, Julie Barley, Patient, Shelly Chester, Unit Manager, Sam Toland, Lead Chemotherapy Nurse, Emma Masters, Chemotherapy Sister.

### Cancer patients are benefiting from a new, improved chemotherapy suite at the Alexandra Hospital.

The Garden Suite has moved to a larger space, and now provides patients receiving care with 16 dedicated chairs - doubling the service offered to cancer patients living in the Redditch area.

Shelley Chester, Ward Manager said: "This is an expansion of our service due to demand for treatment. We are providing cancer patients with the right treatment

at the right time, in the right place at the Alexandra hospital."

Patient Julie Barley was delighted with the new facility. "I am pleased I can come to my local hospital for treatment and have moved with the team to this new unit, it's really lovely to be in a bigger space."

Alison Harrison, Deputy Divisional Director of Nursing said: "We are really excited to offer local people living in the Redditch and Bromsgrove area a service that's on their doorstep.

The Garden Suite will be continuing to expand local services to local patients. The next stage will be the development of an Acute Oncology Service which will mean patients who fall ill quickly or experience complications with their illness, will be able to see a Cancer Specialist in the Suite.

This urgent care treatment will help avoid unnecessary waits or delays via the Accident and Emergency department.

## Five Minutes With....

Rob Game



Rob is a Project Director, currently working on the Trust's programme to implement the SAFER bundle at both the Alexandra and Worcestershire Royal Hospital sites.

SAFER is a national programme designed to reduce delays to patient care through implementation of a five part bundle. SAFER is clinically driven and provides a clinical toolset to enable medical and ward staff to improve patient care through effective management of patient flow using an accurate expected date of discharge (EDD).

Every day of a patient stay is categorised as either red or green. Red days occur when any intervention planned on that day is delayed. Green days are the days when no delay is experienced and the patient pathway is observed.

**What was the last book you read?**  
Daniel Craig's autobiography

**Who would you invite to a dinner party, dead or alive?**  
Prof Brian Cox

**Rugby or football?**  
Rugby

**What advice would you give your younger self?**  
Use your ears and mouth in the right ratio (2:1)!!

**Favourite place and why?**  
A small atoll in the Indian Ocean – sun, sea, warmth, nothing to do but chill and of course, no wifi and no mobile signal

**Broadsheet or tabloid?**  
Broadsheet

**Best thing about your job?**  
The variety that each day brings, being able to interact with all levels of staff from wards to the Board. As a non-clinical member of the team, I can, through projects such as these, make a genuine, positive difference to patients in our hospital.

**If you had a superpower what would it be?**  
To be able to fly unaided

**Tea or coffee?**  
Coffee

## New Active Hoist 'Sara Stedy' for Ward 5 patients

Patients and staff at the Alexandra Hospital are benefiting from a new Sara Stedy hoist, kindly purchased by the The Friends of The Alexandra Hospital. The apparatus helps staff to move patients from a bed or chair to a wheelchair or to stand up walk slowly with the aide.

Duncan Wells, Physiotherapist,said: "This piece of apparatus greatly

aids recovery from many types of illnesses or accidents, supporting the nursing care and rehabilitation therapy of patients."

This brand new electrical version of the Sara Stedy has already been used with patients on the Coronary Care Unit at the Alex.





## Eye team raise cash for sight charity



Picture: The ophthalmology team at Kidderminster Hospital hand their cheque to Penny Weir from Sight Concern Worcestershire.

**Generous staff and patients from the eye department at Kidderminster Hospital and Treatment Centre have raised £500 for Sight Concern Worcestershire.**

The ophthalmology team decided they wanted to support the charity after hearing first hand from patients how they support blind and partially sighted people to lead independent and fulfilling lives.

Eddie Cotterell, who works in the ophthalmology outpatients department, said: "Hearing from our patients about how Sight Concern has helped to give them their independence back is very inspiring and we really wanted to support them. Staff and patients have given very generously and we are delighted to be able to hand over £500. Hopefully it will be the first cheque of many."

Penny Weir, fundraising officer at Sight Concern Worcestershire, was on hand to collect the cheque. "We are very grateful for the ongoing support of the ophthalmology team across the Trust. We offer a range of services for blind and partially sighted people across the county including cookery courses, peer support groups, and information and advice."

## Midwife gives birth in Meadow Birth Centre



Congratulations to Midwife Natasha Holloway on the birth of baby Albie on January 3. Natasha is our first midwife team member to give birth in the Meadow Birth Centre at Worcestershire Royal Hospital.

Natasha and husband James, described the centre as "idyllic".

# Worcestershire diabetes campaigner recognised with British Citizen Award



Fred Holland (centre) presented his award by Bradley Walsh (right) and Anu Chadha

**A local fundraiser and health campaigner has been recognised with a British Citizen Award for services to healthcare after giving years of support and fundraising for diabetes causes in Worcestershire.**

Fred Holland, from Kidderminster, was presented with a British Citizen Award (BCA) at Westminster Palace in a ceremony in February. In 2012, the Diabetes Centre at Kidderminster Hospital was renamed the Fred Holland Centre for Diabetes in honour of the awareness and fundraising work he had done.

The British Citizen Awards (BCAs) were launched to recognise exceptional individuals who work tirelessly and selflessly to make a positive impact on society. BCAs are awarded twice annually, and recognise 'everyday' people whose achievements may otherwise be overlooked.

Fred estimates that he has raised up to

£2million for good causes over the last 58 years and is now a diabetes champion with Worcestershire Acute Hospitals NHS Trust.

Fred was nominated for his BCA by Rev. Guy Hewlett, Chaplain at Kidderminster Hospital, who said: "Fred is an absolute marvel. He never stops and is someone who is focused, kind, compassionate and really wants to make a difference to people's lives. He's an incredible chap, he's incredibly inspiring and is really deserving of this award."

After hearing of his nomination, Fred said: "I've never been given anything like this before, it's really amazing. I feel it's my dedication in life to help others and to help save lives by improving diabetes awareness and care.

"I reckon I must have raised close to £2 million over the years for various causes. At Kidderminster we now have what I believe is some of the best diabetes care and facilities

in the world.

"I turned 80 in September, and I'm always busy, but I've got no intention of slowing down just yet."

Fred, became aware of the need for greater diabetes awareness in 1971, when his daughter, Vivienne, was diagnosed with type 1 diabetes. He formed the Wyre Forest branch of the British Diabetic Association in the same year and has continued to be its chairman ever since.

Fred's services to diabetes care received international recognition in 2014 when he became the first British person to receive an award from the International Diabetes Federation. His award was noted by the then Prime Minister, David Cameron, who wrote to him telling him it was an 'amazing achievement' and that Fred was 'an inspiration to others'.



# Apprentices in Worcestershire's hospitals recognised at regional awards

Administration apprentices learning their trade at Worcestershire's three acute hospitals have been recognised at a regional awards ceremony for young apprentices across Worcestershire and Herefordshire.

Twenty eight Business Administration Apprentices from Worcestershire Acute Hospitals NHS Trust were acknowledged for their work over the past year.

The Herefordshire and Worcestershire Group Training Association's annual awards recognise the hard work and successes of apprentices from across the region. The awards ceremony took place at Sixways Stadium, Worcester with the winners receiving their awards from Olympic Gold Medal winning rower and MBE, Andrew Triggs-Hodge.

Megan Lloyd, an apprentice who works in the Ophthalmology and Rheumatology departments at both the Worcestershire Royal and Kidderminster Hospitals, won the 'Commerce Apprentice of the Year' for her fantastic work over the past 12 months.

Megan said: "I have really enjoyed the past year. It has given me a chance to expand my skills and learn new ones and I am honoured to have been given this award."

Caroline Edwards, Deputy Head of Learning and Development at the Trust, said:

"In the last year we've supported more than 100 different apprenticeship placements including a mixture of new start apprenticeships and step up programmes to upskill existing members of staff.



Megan with Olympic Gold Medal winning rower and MBE, Andrew Triggs-Hodge.

"Congratulations to all the apprentices who were recognised. Each individual has made significant steps to develop themselves on a personal level alongside their professional development."

If you're interested in applying for an apprenticeship at Worcestershire Acute Hospitals NHS Trust, contact Caroline Edwards on caroline.edwards2@nhs.net or 01905 733244.

## Apprenticeships in focus: A case study with Megan Lloyd

I am currently working at Worcestershire Acute Hospitals NHS Trust, completing my Level 3 Business Administration apprenticeship.

I went to school in Wolverly, gaining A-levels in Psychology, Law, Business Studies. After leaving Sixth Form, I decided University was not right for me - but I knew I wanted to continue my education. After looking into apprenticeships, I found the NHS business administration apprenticeship and decided to apply.

From the first day I felt a part of the team, welcomed in to a role which gave me opportunities in a variety of tasks, including reception duties, booking patients in, answering the telephone and other administrative tasks.

After completing the Level 2 apprenticeship, I wanted more experience so decided to take up the Level 3 apprenticeship. Now, after 18 months in the NHS I feel my on the job training has given me a great deal of experience and transferable workplace skills.

I now work between Worcestershire Royal Hospital and Kidderminster Treatment Centre in the Rheumatology and Ophthalmology departments where I take on a variety of job roles and responsibilities. I thoroughly enjoy being able to work and gain a qualification at the same time.

By doing an apprenticeship you are gaining experience within a work place - something my friends at university may not experience until later on. My apprenticeship has enabled me to grow as a person and gain qualifications that without the apprenticeship I don't believe I would have achieved. Choosing to do an apprenticeship was certainly the best decision for me!"

## Marking Dignity Awareness Day

As part of our commitment to improving standards of dignity across our Trust, we engaged staff in a series of events to mark National Dignity Awareness Day on February 1. The Patient Experience team held events at all three of our main Trust sites, where staff had the opportunity to get the latest information about the Trust's dignity standards and sign up to become a Dignity Champion. To accompany the events, we asked a number of staff to give us their view of what dignity meant to them in their everyday practice. Here's a sample of what they said.



Caroline Gibson, Lead Clinical Pharmacist

"Dignity is ensuring patients have the right medication to alleviate their symptoms and to improve their quality of life."



# Future of Acute Hospital Services in Worcestershire



Public consultation on the Future of Acute Hospital Services in Worcestershire is underway.

Under the plans being put to public consultation all three main hospitals, the Alexandra Hospital in Redditch, Kidderminster Hospital and Treatment Centre and the Worcestershire Royal Hospital will remain open but will work differently in future.

The main difference would be the separation of planned and emergency care and the centralisation of where children stay in hospital and where women have their babies in hospital.

Under the plans most planned operations would take place at the Alexandra and Kidderminster Hospitals which would allow the Worcestershire Royal Hospital to concentrate on caring for the sickest patients and those who need emergency operations.

By separating planned and emergency care the NHS believes it can reduce waiting times and the number of cancelled operations.

The clinical model being put forward in Worcestershire proposes moving:

- Most planned orthopaedic surgery from Worcestershire Royal Hospital to the Alexandra Hospital
- Some planned gynaecology surgery from Worcestershire Royal Hospital to the Alexandra Hospital
- More planned surgery – for example breast surgery from Worcestershire Royal Hospital to the Alexandra Hospital

- More ambulatory care (medical care provided on an outpatient basis including diagnosis, observation, consultation, treatment, intervention and rehabilitation) from Worcestershire Royal Hospital to the Alexandra Hospital
- More day case and short stay surgery to Kidderminster Hospital
- All hospital births from the Alexandra Hospital to the Worcestershire Royal Hospital
- Inpatient children's services from the Alexandra Hospital to the Worcestershire Royal Hospital. (Out patient and urgent services for children with minor and moderate illnesses will remain at the Alexandra Hospital)
- Emergency surgery from the Alexandra Hospital to the Worcestershire Royal Hospital

Irrespective of the changes 95% of people would continue to receive their care in the same hospital as now and 80% of children who currently receive their treatment at the Alexandra Hospital would continue to do so.

Both Accident and Emergency Departments would remain open 24-hours a day but due to the transfer of inpatient children's beds, the A&E at the Alexandra Hospital would be for adults (over 16 years old) only. Both the Alexandra and Worcestershire Royal Hospitals would have new Urgent Care Centres which would treat adults and children with minor and moderate illnesses and injuries. Diagnostic tests and outpatient appointments would take place in all three hospitals, as now.

Launching the consultation the Chairs of

the three Clinical Commissioning Groups in Worcestershire, Dr Richard Davies, Dr Anthony Kelly and Dr Clare Marley said: "Over the last few years we have seen current clinical services become increasingly unstable due to shortages of highly skilled staff, and some services have had to be altered on an emergency, temporary basis, to ensure the safety of patients.

"We believe this model will give us safe and sustainable hospital services for local residents for many years to come. But we also want to know what local residents think and whether there is anything we have missed or could do differently. We would encourage local people to read the consultation material, attend one of the events we will hold and fill in the questionnaire so that their views can be recorded and considered."

The consultation material and dates of public meetings and drop in sessions is available online at [www.worcsfuturehospitals.co.uk](http://www.worcsfuturehospitals.co.uk)

The consultation will run until midnight on Thursday, March 30th 2017.

## Consultation drop-in sessions include

- **March 6th – Alexandra Hospital; main corridor, 11am to 3pm**
- **March 10th – Worcestershire Royal Hospital; main foyer, 11am to 3pm**
- **March 13th – Kidderminster Hospital and Treatment Centre; main foyer, 11am to 3pm**

**Come along and have your say**

## Our cancer involvement group needs you

Worcestershire Cancer Services Involvement Group is able to make a real difference to cancer services.

**New members welcome** - patients and carers who are currently using local services or have done so in the past.

**Interested in joining the group?** Want more information? Then please contact your local Macmillan Cancer Information and Support Centre as follows:

**Worcester:**  
Tel. 01905 733837 or 01905 760674

**Kidderminster:**  
Tel. 01562 513273

**Redditch:**  
Tel. 01527 503030 ext 44238

**Or via email:**  
[wah-tr.cancerservices@nhs.net](mailto:wah-tr.cancerservices@nhs.net)

The group meets every two months from 6.00 - 8.00pm. Meetings will normally be held at Worcestershire Royal Hospital, Charles Hastings Way, Worcester WR5 1DD (subject to change).

Personal experience of cancer gives a special understanding of what is important when providing good, quality cancer care.

The opportunity to use your unique experience to improve cancer service for Worcestershire.



## Tell us your ideas

What would you like to see in the next edition of Worcestershire Way? Perhaps you are a patient who has an amazing story to tell about the treatment you have received? Or are you a member of staff whose team is working on an innovative new project? Maybe you run a support group and would like to advertise when the next session is taking place? Whatever your idea, please let us know by emailing [wah-tr.communications@nhs.net](mailto:wah-tr.communications@nhs.net) or calling 01905 760453.